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| **-DAVID Y. IGE**  GOVERNOR | P3C2T1#yIS1 | **CURT T. OTAGURO**  Comptroller  **AUDREY HIDANO**  Deputy Comptroller |
|  | **STATE OF HAWAII** |  |

**Enhanced 911 Board Meeting Virtual Meeting – Microsoft Teams**

**Thursday, May 12, 2022**

**9:00 am – 12:00 pm**

**MEETING MINUTES**

**Board Members Present:** Thalia Burns (HPD) Chair, Ken Bugado (HIPD), Francis Alueta (HT), Nani Blake (T-Mobile), Lisa Hiraoka (Consumer Advocate Designee), Arnold Kishi (CIO Designee), Jeffrey Riewer (ATT), Corey Shaffer (Verizon)

**Board Member Not Present:** Kalani E. Ke (KPD), Rebecca Liberman (Charter)

**Staff:** Courtney Tagupa (E911), Royce Murakami (E911), Stella Kam (AG)

**Guests:** Tony Velasco (DIT), Kenison Tejada (FirstNet), Valerie Taylor (Intrado), Lavina Taovao (KPD), Ken Schutle (Tri Tech), Megan Reilly (Eagle View), Jeff Reeve (ATT), Tony Ramirez (Akimeka), Davlynn Racadio (MPD), Stacy Perreira (KPD), Gregg Okamoto (MPD), Patrick Leddy (LCC), Kurt Lager (OSL), Shawn Kuratani (HFD), Glenn Kobashigawa (HT), Wayne Hirasa (Alakina), Julie Heimkes (Winbourne), Vern Hara (HIFD), Liz Gregg (ATT), Robert Fujitake (HIPD), Edward Fujioka (EMS), Aaron Farias (HPD), Stephen Courtney (C&C of Honolulu), Cindy Alderete (Winbourne)

1. **Call to Order, Public Notice**

**The meeting was called to order by the Executive Director. Public notice was given.**

1. **Public testimony on all agenda items**

**No members of the public came forth to testify.**

1. **Roll Call, Quorum.**

**A roll call was taken, and a quorum was present for the Board Meeting.**

1. **Board Vote to Replace Retiring Board Chair Clyde Holokai.**

**Keola Tom and Thalia Burns were nominated for Board Chair. Gregg Okamoto removed his nomination of Keola Tom. All present Board Members gave remaining nominee Thalia Burns confirmation to approve her as new Board Chair.**

1. **Review and approve February 2022 meeting minutes.**

**Francis Alueta motioned to approve February 2022 Board Meeting Minutes. Arnold Kishi seconded the motion. A voice vote was taken, and the motion was approved unanimously.**

1. **Committee Updates by Committee Chairs**
   1. Communications Committee – Davlynn Racadio

**Lack of staff continues to be a problem. Two more supervisors recently retired, and one resigned. To solve this problem, we are continuously recruiting. Currently, have two employees receiving on-the-job training and one to start next month to begin classroom training.**

* 1. Technical Committee – Thalia Burns
     1. Educational Investigative Committee update – Jeffrey Riewer

**In response to PSAP updates on APCO PST7 registration asked by Jeffery Riewer, Executive Director stated that the PSAP Course had not started; however, about 50 applicants have signed up during this cycle. The budget for next year is in the process of being decided, and the strategic budget plan will be moving forward for the following year. Jeffery Riewer stated that his term would be ending on 6/30/22.**

* + 1. Advisory Committee- Everett Kaneshige

**Everett Kaneshige is not present. Davlynn Racadio presented an update for Advisory Committee. Advisory Committee had a meeting to discuss SCR 72 that passed through the legislature. SCR 71 did not pass and did not have a further discussion on a separate bargaining unit for the 911 Emergency Telecommunicators as suggested by Representative Nakamura that we discussed. Furthermore, there was a discussion on Level One doing a PowerPoint presentation to the legislators.**

* + 1. Finance Committee – TBD
       - Review of monthly and Y-T-D Cash Flow

**To be discussed in Joint Committee Meeting (See Joint Committee Minutes).**

1. **PSAP Status Updates on Recruitment and other Personnel Issues.**
   1. Kauai PSAP – Kalani Ke

**Kalani Ke is not present. Stacey Pereira is giving an update on Kauai PSAP. In terms of staffing, we are currently still at 19. I was notified yesterday that one person was added to our list that would bring us to fully staffed. Currently have 18 of our 19 people signed up for the ABCO Certification coming up next week. Seventeen out of the 19 will have completed their APCO Certification.**

* 1. Oahu HPD – Aaron Farias

**Aaron Farias stated that staffing is still a concern and presently hovering around 26% overall staffing shortage. Currently, we are doing continuous hiring and recruitment for our PCO positions as well as moving forward with some PCO II Training (Radio Certification Training). We can use this to fill our vacant numbers and for temporary assignments, when need be, for operations.**

* 1. Oahu HFD – Shawn Kuratani

**Shawn Kuratani stated that HFD is taking PSAP courses that began on April 27 and continue May 4th, 20th, and 27th. Total of 19 individuals. HMDS has one vacancy for a Captain that should be filled shortly. HFD brought up a question regarding his supervisors attending CPE Demos and if it is acceptable to attend these demos regarding Windborne. Wants to avoid vendors being disqualified for future procurement.**

**Francis Alueta's Response. I don't think they would be disqualified for this since the relationship is within Hawaiian Telcom, who is the current 9-1-1 Provider, and so we are setting those up with Intrado and Motorola on systems that we are evaluating on where to upgrade the 9-1-1 System. As I mentioned a couple of months ago, we are starting to assess the platform that we're providing for upgrade, whether they stay with our current vendor at the end of the contract or look at upgrading to a different platform.**

**Cindy Alderete's Response. I don't see it would be a conflict because you haven't issued any RFO or set forth any official procurement activity. Looking at the equipment irrespective of under whose auspices it is offered when you do eventually decide to move out to procure services, it's fundamentally going to be the same equipment. I think the question then becomes, and as you move toward a procurement process, what are you looking for in requirements for a package to support that equipment? Do you want to continue a lease arrangement? Is that still possible? Do you want to purchase it? Those are some questions that you need to ask, which would be separate and apart from seeing the actual demonstration of the equipment.**

* 1. Oahu EMS – Edward Fujioka

**Edward Fujioka stated that staffing issues are still a concern. He will be losing one dispatcher due to moving to a different employer, and he will be losing one supervisor due to them retiring on July 1, 2022. We will have vacancies come July 1.**

* 1. Molokai – Davlynn Racadio

**Refer to Communications Committee Section.**

* 1. Maui PD – Davlynn Racadio

**Davlynn stated that one new dispatcher started classroom training on May 2. Currently, have one person in the radio portion of the training now, which should be completed by next month. We are running continuous recruitment for police radio dispatchers and hopefully be able to fill most of the vacancies. PSD 7 Couse currently six dispatchers signed up.**

* 1. Hawaii PD – Kenneth Bugado, Jr.

**Not Present did not give update.**

* 1. Hawaii FD – Vern Hara

**Vern Hara stated that staffing continues to be an issue, currently at less than 50% of the required staff. We just lost one dispatcher, and currently, four are in training that should be completed at the end of this summer.**

1. **Executive Director's Report**
   1. E911 Board member status:

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| Name | Org. | Reason for | STATUS | Replacement? |
| Vacancy |
|  |  |  |  |  |
| Jakubczak, J | MPD | Retirement | Vacant | Greg Okamoto |
| Riewer, J | AT&T | Term Exp. | 6/30/2022 | Elizabeth Gregg |
| Wong, M | C&C HNL | Term Exp. | Vacant | Stephen Courtney |
| Wong, K | Charter | Retirement | Vacant | Rebecca Liberman |
| Holokai, C | MKK | Retirement | Vacant | Keola Tom |
| Nani, B | T-Mobile | Term Exp. | 6/30/2022 | Holdover till May 2024 |
| Shaffer, C | Verizon | Term Exp. | 6/30/2022 | Holdover till May 2024 |
| Alueta, F | Haw Tel | Term Exp. | 6/30/2022 | Holdover till May 2024 |
| Hiroka, L | Cons. Adv |  | 11/8/2022 | TBD |
| Kishi, A | CIO Designate |  | 11/8/2022 | TBD |
| Ke, Kalani | KPD |  | 6/30/2024 | ACTIVE |
| Bugado, K | HIPD |  | 6/30/2024 | ACTIVE |
| Burns, T | HPD |  | 6/30/2023 | ACTIVE |

\*26-34(b)

* 1. Our new ASA – Royce Murakami
  2. FMLA

**Executive Director Stated that he will be going on FMLA on May 26, 2022 and is optimistic that it will be a short term. Potentially could be gone for 12 weeks ending on August 18, 2022.**

1. **Items for Discussion, Consideration, and Action**
   1. 911 Timeline update
   2. FirstNet update – Kenison Tejada

Recap on the 10-year Anniversary of the FirstNet legislation and also updates on the Focus Groups that Hawaii has been involved with, as well as upcoming engagements

* 1. FCC Communications Security, Reliability, and Interoperability Council VII and HB956 Update- Everett Kaneshige.

**Stella Kam gave an update on behalf of Everett Kaneshige that he was appointed to the Council. He is assigned to a work group that is studying 9-1-1 over Wi-Fi and that they have a written report due in March of 2023. If anyone has any questions, please contact him.**

* 1. Verizon Wireless began enforcing 10-digit dialing statewide on April 11, 2022. This change was required to support the implementation of 988, the new 3 -digit number for calling the National Suicide Prevention Lifeline. The FCC deadline for implementing 988 is July 16, 2022 – by Corey Shaffer.

**Corey Shaffer stated that Verizon has successfully implemented 10-digit dialing, so any subscribers that attempt to do 7-digit dialing will get the announcement that 10-digit dialing is now required. This is an FCC requirement due to interoperability to support the 988 Suicide Prevention short code will basically be in our networks replacing 988 with the 10-digit number. When we pass off a Sprint or T-Mobile or AT&T that all 10 digits need to be there. The deadline is coming up, so I just wanted to bring it to everyone's attention so that they may ask questions before the due date. No questions were asked regarding this matter.**

* 1. Discussion on the Expiration of Tim Lay's Contract. - Stella Kam

**Stella Kam stated that Tim Lay's contract was retained in 2014 when we thought that we needed to file documents with the FCC, and it turned out that we didn't need to, but he's been extended three times already and provides a newsletter service to us to provide us with the latest information about the FCC. Stella does not recommend that we extend his contract a fourth time; however, his contract ends at the end of the month, and she wanted to get the feeling from the Board as to whether we need to procure again or we should just let it go. Also, if something comes up, then at that time, we will try to procure his services.**

**Davlynn Racadio and Francis Alueta agree not to renew the contract for Tim Lay's contact, and a vote is not needed since the contract expires at the end of June. Stella stated that she would be in touch with Tim and let him know that we're not renewing the contract. Also, Stella will tell him that if we do need help, we will reach out to him to put in his name to the AG's office so that he can pick up any possible telecommunications special deputy contacts.**

* 1. Request for Approval:
     1. Utilize the $112.6K reimbursement from the Central Square maintenance pool to reduce future CAD Maintenance costs for the same amount.

**Executive Director stated that this issue started off as an accounting issue and was discussed by the Finance Committee. The solution that was mutually agreed by HFD, as well as the City & County, was for the reimbursement to be used to offset future CAD maintenance costs.**

**Lisa Hiraoka response. Concerned that the $112.6K that was sitting in the maintenance pool for almost ten years could have been earning interest for the Board and suggests that someone should be responsible for the interest that should have been earned had the money come back to the Board.**

**Kenison Tejada response. Stated he was the original project manager on the CAD project and that the money was supposed to be set aside and held for HPD. The project was delayed, and I retired by the time all of that was supposed to happen. Recommends moving forward guidelines be set to avoid a situation like this again.**

**Lisa Hiraoka instructed Shawn Kuratani to write a memo stating that when the determination that the CAD to CAD was not going to happen, the funds should have been returned to the E911 Fund.**

* + 1. CPA Audit Report for FY 2020-21.

**Jeffery Riewer motioned to approve the Audit Report for FY 2020-21 presented in March 2022. Arnold Kishi seconded the motion. A voice vote was taken, and the motion was approved unanimously.**

* + 1. Exercise of the final option year of the audit Contract. - $14,000.

**Jeffery Riewer motion to approve the continued use of current auditor and exercise the final option year of the contract in the amount of $14,000. Lisa Hiraoka seconded the motion. A voice vote was taken, and the motion was approved unanimously.**

* + 1. To release a refund check for $213,583.09 due to computational errors by the communications service provider from 1/2017 to 9/2018.

**Executive Director stated that Spectrum sent documentation explaining the cause for the computational errors and stated that they should be allowed to be refunded the amount in error that they made.**

**Lisa Hiraoka response. She reviewed the returns and the amended returns, and the numbers tie into what is being requested. However, she didn't have a sense of comfort as to why such errors were being made, and it seemed to increase as time went on. If I were to look at it in the worst-case scenario, it could be that the carrier just decided to change the numbers, and they sent us amended returns. However, I am no way of verifying that because we do not have audit authority. Lisa is requesting that more documentation be provided on how the error occurred and new procedures that would be put in place to prevent this from happening in the future.**

* + 1. Increase in funding for expenditures for conference fees for both Navigator and Nina Conferences. – Chief Edward Fujioka

**Jeffery Riewer motioned to amend the agenda to include this item from EMS to adjust their funding or increase their funding for Navigator and NENA Conference. Arnold Kishi seconded the motion. A voice vote was taken, and the motion was approved unanimously.**

**Chief Edward Fujioka stated that due to the inflation, the cost of hotels, conference fees, and transportation had gone up. Currently, the $3500 budget for Navigator is not enough for one person. The total cost received from purchasing came out to $4780 a person. He adjusted the number of staff from four to one to stay within the budget. Requesting to increase cost per attendee by at least $1000, if possible, up to $1200 for both Navigator and NENA Conferences for this FY only.**

**Thalia Burns response. Stated that the Board allows $3000 per person for traveling to conferences on the West Coast and $3500 for anyone attending a conference on the East Coast. Furthermore, she believes that if it is within the budgeted amount, the Board can reimburse him for the $4780 for the one person he is sending to the Navigator conference. Asking for the Board's thoughts on whether this is acceptable or do they need to discuss increasing the amount of funding per person to adjust for inflation.**

**Lisa Hiraoka motioned to approve the reimbursement of $4780 to EMS, which is within their budget of $14,000 to have sent one person to the Navigator conference. Francis Alueta seconded the motion. A voice vote was taken, and the motion was approved unanimously.**

**Francis Alueta motioned to approve to allow PSAPs to attend the NENA Conference and stay with their budget if it means that they can exceed the $3500 per person. The Board is extending the amount per person; however, they must stay within their approved budget amount. Lisa Hiraoka seconds the motion. A voice vote was taken, and the motion was approved unanimously.**

* 1. FirstNet Rapid Response/ E911 - Liz Gregg (ATT).

**Brad Steiner's Presentation on FirstNet Rapid Response (Mission Critical Performance for Public Safety)**

* **FirstNet Rapid Response**
  + **Built on a hardened and proven EPTT platform with 10+ years supporting critical communications now with Mission-Critical PTT features**
  + **Mission-critical performance on the FirstNet network for voice**
  + **Option for interoperability with LMR networks**
  + **Share images, video clips, documents, etc.**
  + **Seamless integration with AT&T Enhanced Push to Talk for the agency paid FirstNet subscribers.**
* **Over-The-Top services (such as EPTT) are treated like traditional data**
  + **They get the advantage of the FirstNet Network priority (If used on a FirstNet Device), but do not get special treatment amongst FirstNet traffic**
* **FirstNet Rapid Response Tiered Services**
  + **FirstNet Rapid Response Standard**
  + **FirstNet Rapid Response Advanced**
* **Web Dispatch Solutions**
  + **Push-to-Talk Calling: Make the receive push-to-talk calls and even record conversations.**
  + **Map: Locate end users in the field and send messages and alerts, and make calls directly to the map.**
  + **Simultaneous Session: Allows the dispatcher to monitor up to 20 talk groups simultaneously with a separate audio stream for each monitored talk group with independent transmit and receive permissions**
  + **Affiliation Monitoring: Allows the dispatcher to view the affiliated member list dynamically on a talk group or affiliated talk group for contact**
  + **Remote Group Affiliation: Allows the dispatcher to change the selected talk group of any of the Dispatch contacts and join the conversation of that talk group.**
* **Add-On for FirstNet Rapid Response Standard and Advanced**
  + **Push Video: Mobile user-initiated streaming**
  + **Push Video: Dispatcher initiated video from a mobile user**
  + **Video Streamed to individuals, defined groups, ad hoc groups**
  + **Simultaneously stream video and initiate/receive PTT calls**
  1. Board Vote to Replace Previous Vice Chair Thalia Burns

**Arnold Kishi motion to add an agenda item next month to vote for a new Vice Chair. Lisa Hiraoka seconds the motion. A voice vote was taken, and the motion was approved unanimously.**

**No nominations were made. Will be put on the agenda for next month and discussed.**

1. . **Announcements**
   1. **Future Virtual meeting dates (9 am – 12:00 pm).**
      1. Thursday, June 9, 2022 (Combined meeting)
      2. Thursday, July 14, 2022 (Combined meeting)
      3. Thursday, August 11, 2022 (Combined meeting)
      4. Thursday, September 8, 2022 (Combined meeting)
      5. Thursday, October 13, 2022 (Combined meeting)
      6. Thursday, November 10, 2022 (Combined meeting)
   2. **Future Conference Dates (3 months of advanced approval required**):
      1. Navigator Conference, April 27-29, Nashville, TN
      2. NENA Conference, June 11-16, 2022, Louisville, KY.
      3. APCO Conference, August 7-10, 2022, Anaheim, CA
2. **Open Forum: Public comment on issues not on the agenda for consideration for the next meeting's board agenda.**

**There was no public comment on issues on the agenda.**

1. **Adjournment**

**Arnold Kishi motioned to adjourn meeting. Corey Shaffer seconded the motion. A voice vote was taken, and the adjournment was unanimously approved. The meeting was adjourned.**